

HOW ARE WE DOING?

Key Performance Indicator	Calculation	Previous Year's Performance (2014/15)	Bench-marking (Acuity)	Current Year Target (2015 / 16)	Q3 (Oct-Dec 2015)	Q4 (Jan-Mar 2016)	YTD (Apr2015-Mar2016)	Performance against target	Trend (Performance against previous period)
% of correspondence responded to within target timescale (10 working days)	Percentage	New			100.00%	100.00%	100.00%		
% of telephone calls answered within 6 rings	Percentage	New			70.40%	73.78	72.39%		
% of complaints resolved at stage 1	Percentage	75%	86%		89.20%	100%	88.70%		
Current tenant arrears as% rent roll	Percentage	5.60%	5.80%	5%	5%	4.70%	5%		
Service charge arrears of leaseholders	Percentage	New			12.60%	16.13%	18.37%		
Number of Anti Social Behaviour cases that have been resolved	Number	71.50%			40	5	18.3		
% of estate inspections completed in published frequency	Percentage				70%	85%	75%		
% of schemes inspected which obtained satisfactory grades for cleaning	Percentage	NEW*							
First time fix - All Contractors	Percentage	61.00%	95%	60%	75.34%	86.70%	73.36%		
% of repairs where an appointment was made and kept - All Contractors	Percentage	83.98%	95%	95%	97.03%	97.76%	98.51		
% of tenants satisfied with the way their landlord deals with repairs and maintenance (internal) - All Contractors	Percentage	95%		95%	95%	98%	95.75		

*This is a new measurement introduced but not yet implemented, however we now have new 2 new cleaning contractors from commenced 01.04.2016 we hope to start this from this financial year.

Key	PI against target	Key	Trend
	On Target		Improvement since last period
	Within 10% of Target		No significant change since last period
	Outside 10% of Target		Drop in performance